

HCSIS Alert!

Department of
Mental Retardation

ISSUE #26: February 29, 2008
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Contact the Help Desk with any
questions: 866-367-8163

Preview of Enhancement Release

UPCOMING March HCSIS ENHANCEMENT RELEASE - March 27, 2008

INCIDENT MANAGEMENT CATEGORY CHANGES

Next month's release includes enhancements for all modules of HCSIS, including an overhaul of the Incident categories. For some categories, this will include conversion of open and closed documents. In addition, the Hospital screen will be revamped to include a dropdown list for the Reason for ER/Hospital visit. This will enable management to better track the events leading up to hospitalizations.

DMR will be offering training to provider agencies and DMR area offices during the last week of March. Please save the date and plan to attend:

DMR HCSIS BUSINESS PROCESS TRAINING
March 25 through March 31, 2008

DMR management and provider agencies have led a joint effort to refine incident management categories in a way that is more efficient for reporting, and understandable for the users. We have scheduled six 2-hour training sessions to review these business process changes with DMR and Provider users.

We strongly recommend that up to two staff members from each area offices, regional office, and provider agency attend this training. Please consider sending the HCSIS contact for your office, or the Incident Manager for your agency. The training is based on the "train the trainer" model. The contact for your agency/office will be expected to return to their office and share with their colleagues the system changes covered at the training. DMR will reinforce this training with follow up area office visits to review with both area office staff and provider staff. Please attend one of the following trainings. You will be sent an email with directions in the coming weeks.

Monday, March 24, 10 a.m. to 1 p.m. at Hogan Regional Center (Auditorium)
Tuesday, March 25, 9 a.m. to 12 noon at Wrentham Developmental Center (Auditorium)
Tuesday, March 25, 2 p.m. to 5 p.m. at Watertown Public Library (Large Meeting Room)
Thursday, March 27, 10 a.m. – 2 p.m. at Monson Developmental Center (Brookside Building, Conference Room D)
Friday, March 28, 10 a.m. – 2 p.m. at Worcester Public Library (Saxe Room)
Monday, March 31, 10 a.m. – 1 p.m. at Westboro State Hospital (Rodriguez Auditorium)

If you have any questions, please contact Ange Bresca at 617-624-7502

UPCOMING VIRTUAL GATEWAY UPGRADE in MARCH

The Virtual Gateway will be upgrading its security system in March. The new security system is called Access identity Management Service (AIMS). You will receive an email prior to the new security taking effect with the new login and security validation process. Please be on the lookout for the instructions.

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REPORTS to be released on March 27, 2008

1. DASHBOARD REPORT for Area Office and Regional Office management

This report can be run by Region and sorted by Area office; by Region and sorted by Provider; or by Area office and sorted by Provider. This report will give statistical summaries on Incident categories, MOR's, Hotline calls, Restraints, Health Care Records, created for individuals in Res services, Investigations cases, and Death Reporting.

2. MOR and Restraint STATUS REPORTS

These reports will document the current status of MOR's and Restraints.

3. DELETION REPORT

This report will list deletions of events, including date of deletion, and who made the deletion.

4. CHANGES TO CURRENT REPORTS

Reports will be able to be sorted by site responsible or by location of incident. Currently the reports only sort by site responsible. Both fields will also appear on reports.

TIPS

DEATH REPORTING: We have had many incidents where a death report was finalized and submitted to Central Office by the area office and then finalized by Central Office only to have a second death report appear "In Progress" at the AO level in HCSIS. In almost all of the cases there was nothing different about the "In Progress" version from the original report. These death reports then are appearing as not finalized by the area; Someone from the area likely clicked on the Update Death Report link(perhaps the nurse in order to complete a mortality review or the SC to check on info for the individual's record). If anyone wants to view the death report after it has been finalized and sent to CO then they should go in under View Printable Summary. The Update link should not be clicked unless information needs to be added to the death report.

RESTRAINTS: We have had many restraint reports finalized where the follow up restraint manager review was not finalized in a timely fashion. Both the restraint report and the restraint manager review should be completed by the filing agency. Once DMR is alerted that both documents have been finalized, then the Area Office can complete their review. Changes are being made to the Event Filing Process and Review Process management screens so that the Restraint documents accurately reflect provider vs. DMR activity. For example, both the Restraint Manager Review and the HRC Review should appear on the Filing Process screen (not the Review screen as they do now) because they are provider activities. In addition, the Filing Process and Review Process screens will have a new column that will indicate the next action to be taken so that the next step in the process will be clear to the user.

REMEMBER:

1. Share this Alert! with other people in your organization – Perhaps at staff meetings
2. Call your Area Office or the DMR Help Desk (1-866-367-8163) with questions
3. Virtual Gateway Help Desk 1-800-421-0938, for provider log-in and new user issues